

From: [Wilson, Elise](#)
To: [PSC Contact](#)
Subject: FW: [External] RE: 2022-02-01. Brown, Jeannie P. Confidential_Redacted.pdf
Date: Friday, February 18, 2022 8:37:28 AM

From: Jeannie <jbs.mail@sc.rr.com>
Sent: Thursday, February 17, 2022 5:10 PM
To: Wilson, Elise <Elise.Wilson@psc.sc.gov>
Subject: [External] RE: 2022-02-01. Brown, Jeannie P. Confidential_Redacted.pdf

I'm certainly glad they think this complaint was closed! It has not been closed to my satisfaction! Duke Energy has figured out a way to add charges to our accounts and your organization is allowing it! I repeatedly told that department what they were doing. This is in no way CLOSED!

Sincerely, Ms. Brown

From: "Wilson, Elise"
 To: Andrew", "[jbs.mail@sc.rr.com](#)", Chad"
 Cc: Amanda", Sarah"
 Sent: Thursday February 17 2022 3:16:27PM
 Subject: RE: 2022-02-01. Brown, Jeannie P. Confidential_Redacted.pdf

Thank you for this update.

From: Bateman, Andrew <[abateman@ors.sc.gov](#)>
Sent: Thursday, February 17, 2022 3:16 PM
To: Wilson, Elise <[Elise.Wilson@psc.sc.gov](#)>; [jbs.mail@sc.rr.com](#); Campbell, Chad <[ccampbell@ors.sc.gov](#)>
Cc: Self, Amanda <[ASelf@scconsumer.gov](#)>; Wilhite, Sarah <[swilhite@ors.sc.gov](#)>
Subject: RE: 2022-02-01. Brown, Jeannie P. Confidential_Redacted.pdf

Elise,

I understand that the ORS Consumer Services Department has investigated and closed the complaint from Ms. Brown.

Thank you,

Andrew

From: Wilson, Elise <[Elise.Wilson@psc.sc.gov](#)>
Sent: Thursday, February 17, 2022 2:28 PM

To: jbs.mail@sc.rr.com; Bateman, Andrew <abateman@ors.sc.gov>; Campbell, Chad <ccampbell@ors.sc.gov>
Cc: Calloway, Tatiana <tcalloway@ors.sc.gov>; Kirby, Brad <bkirby@ors.sc.gov>; Self, Amanda <ASelf@scconsumer.gov>; Waller, Takisha <twaller@ors.sc.gov>; Wilhite, Sarah <swilhite@ors.sc.gov>; Willis, Iva <iwillis@ors.sc.gov>
Subject: FW: 2022-02-01. Brown, Jeannie P. Confidential_Redacted.pdf

Good afternoon, Ms. Brown.

It has come to my attention the complaint you filed February 1, 2022, indicated that you previously contacted the Office of Regulatory Staff. I apologize for not recognizing this important information.

By copy of this email, I am asking the Office of Regulatory Staff for confirmation of closure of their investigation of your complaint.

With kind regards,

Elise Wilson

From: Wilson, Elise
Sent: Tuesday, February 1, 2022 1:07 PM
To: jbs.mail@sc.rr.com; Bateman, Andrew <abateman@ors.sc.gov>; Campbell, Chad <ccampbell@ors.sc.gov>
Cc: PSC_Contact <Contact@psc.sc.gov>; Calloway, Tatiana <tcalloway@ors.sc.gov>; Kirby, Brad <bkirby@ors.sc.gov>; Self, Amanda <ASelf@scconsumer.gov>; Waller, Takisha <twaller@ors.sc.gov>; Wilhite, Sarah <swilhite@ors.sc.gov>; Willis, Iva <iwillis@ors.sc.gov>
Subject: 2022-02-01. Brown, Jeannie P. Confidential_Redacted.pdf

Good afternoon, Ms. Brown.

Thank you for your correspondence regarding your Duke Energy street lighting charge. Please be advised that your correspondence is being forwarded to the South Carolina Office of Regulatory Staff ("ORS") (www.ors.sc.gov).

The ORS is an agency that was created as a result of legislation enacted in March 2004 by the General Assembly. From this legislation, effective January of 2005, the Commission took on an exclusively quasi-judicial role. All resources for the investigation and resolution of consumer inquiries and complaints were assigned to the Office of Regulatory Staff; hence, your correspondence is being forwarded to the ORS for assistance. Additionally, your correspondence is being sent to the SC Department of Consumer Affairs.

Attached is the redacted version of your complaint form and ORS will find the confidential version on our shared confidential drive.

Thank you, again, Ms. Brown.

Respectfully,

Elise Wilson
Public Service Commission
State of South Carolina
101 Executive Center Drive
Saluda Building, Suite 100
Columbia, South Carolina 29210
803.896.5100